Assistant Director of Operations Analysis Office

Working Title: Assistant Director of Operations Analysis Office

Reports To: The Assistant Director will report to the Director of Operations Analysis Office.

Salary: Starting at $65,784 per year

About the Tennessee Department of Health

The Tennessee Department of Health (TDH) mission is to protect, promote, and improve the health and prosperity of people in Tennessee. The agency serves as a critical provider of emergency response and public health infrastructure for the State of Tennessee.

About the Division of Administrative Services

The Division of Administrative Services (DAS) serves as the back bone to the Department of Health. The division is comprised of four offices to manage budgeting, accounting, procurement, and analyzes the department's operations.

Job Overview

This position will serve as the Assistant Director of the Operations Analysis Office. The Operations Analysis Office was established within DAS to facilitate and improve the systematic exchange of information, billing, and records for the Tennessee Department of Health. We are seeking an individual that can help improve the business of public health.

Responsibilities and Duties

- Provide ongoing maintenance, support and enhancements in existing systems and platform
- Assists clinicians, administrative staff, program staff, and others in identifying improvements to promote effective and efficient practices and information flow by streamlining processes
- Work alongside other members on the team to elevate technology and consistently apply best practices
- Identify, research, and present new solutions to old problems as technology and opportunity arises
- Provide staff and users with assistance in solving technical problems
- Utilizes knowledge of applications to investigate, recommend, and implement solutions to address operational requirements
- Supervises and manages a team of two employees
- Train employees in the use of new forms, reports, procedures or equipment according to organizational policy

Minimum Education and Experience

- A bachelor's degree in information technology, computer science, mathematics or other related curriculum
- A minimum of two (2) years of responsible leadership experiences in management or supervisory positions
- A minimum of two (2) years' experience in management, deployment or implementation of application systems

Knowledge, Skills and Abilities

The successful candidate for this position will have demonstrated experience and proficiency in the following skills:

- Committed to customer service excellence.
- Effective interpersonal skills when working with people at various levels within the organization as well as external stakeholders, including but not limited to local and federal government officials, environmental organizations and the regulated community.
- Experienced with human resources policies and procedures including knowledge of best practices handling sensitive employee issues and concerns.
- Demonstrates critical thinking through problem solving, independent judgment, and self - directed activities. Deals with concepts and complexity comfortably.
- Strong organizational skills and willingness to learn new systems and procedures.
- Is task oriented; able to break down work for self and team members into the process
- Experience using Microsoft Excel, with an emphasis on Power Pivot and Power BI tools
- Experience with writing moderate to complex SQL statements to retrieve data
- Proficient in oral and written communication

Preferred Skills and Experience

- One (1) year work experience or more in systems analysis, design, development and implementation of budgeting and financial applications
- Proven success in translating user requirements into productive solutions
- PeopleSoft experience a plus
- Experience using SAS, R, Python or other statistical software
- Experience with Microsoft Access including creating reports and queries
- Experience with records management at a State or Federal level a plus
- Experience with governmental accounting and/or budgeting a plus

How to Apply: Please submit resume and cover letter outlining your related experience to Darla.Powell@tn.gov. By August 6, 2018. All email submissions must include in the subject line: Assistant Director for OAO Application

Applicants may be subject to background check.

Pursuant to the state of Tennessee's policy of non-discrimination, The Tennessee Department of Health does not discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in the admission or access to, or treatment or employment in its programs, services or activities.